

OUR MISSION

The San Antonio Police Department is dedicated to improving the quality of life by creating a safe environment in partnership with the people we serve. We act with integrity to reduce fear and crime while treating all with respect.

OUR VISION

To be the premier law enforcement agency by building trust, creating partnerships, and sharing leadership within the San Antonio Police Department and the community for a safer San Antonio.

OUR GUIDING PRINCIPALS

Integrity - We have integrity. We hold ourselves accountable and demand the highest level of ethical and moral standards from all. We are role models, acting with courage and building trust within our organization.

Respect - We are respectful. Mutual respect is the foundation for every interaction. We value diversity and encourage open communication by treating everyone with dignity and fairness.

Compassion – We are compassionate. Compassion guides our actions as we care for one another. We treat people with kindness and respect while working for the benefit of all.

Fairness – We are fair. We are committed to consistently treating people in a courteous and impartial manner.

IF YOU OR SOMEONE YOU KNOW HAS A CURRENT CASE OF DOMESTIC VIOLENCE, FAMILY VIOLENCE OR STALKING,

you could be eligible for discounted alarm permit fees. Please visit sanantonio.gov/sapd/AlarmPermits for more details or contact the Alarms Investigation Office for more information.



Alarms Investigation Office
PSHQ - 315 S. Santa Rosa
Phone: 210-207-8282
Fax: 210-207-4349

sanantonio.gov/sapd/AlarmPermits

ALARMS INVESTIGATION OFFICE

ALARM SYSTEM PERMITTING INFORMATION:

The City of San Antonio Chapter 25, Article IV, regulates the operation of alarm systems within the City limits of San Antonio. This ordinance addresses both commercial and residential alarm systems. Automatic dialers programmed to directly notify SAPD are also regulated by this ordinance.

All alarm systems within city limits must be permitted through San Antonio Police Department Alarms Investigations Office (AIO). The Alarm user is ultimately responsible for notifying the AIO of the installation of the alarm system. SAPD will respond to calls whether the alarm system is permitted or not.

Fees are associated with calls for both permitted and unpermitted response requests. (fee schedule inside).





In 2015, SAPD reported over **91%** (Over **67,000** calls) of all burglar alarms were false alarms.

This prevents public safety resources from

responding to true emergencies. The City of San Antonio is continuously working with the Alarm industry and users to reduce the number of false alarm instances.

ALARM PERMITTING PROCESS

All alarm systems operating within the city of San Antonio are required to have a valid permit issued by the San Antonio Police Department – Alarms Investigation Office (AIO). The AIO receives all alarms information and issues a permit to the owner/occupant of the location of the alarm. Newly activated alarm users are required to report the installation of the system **within 12 hours** of completion. The user must provide the address of the alarm location, address of the responsible party and the names/telephone numbers of two individuals that the Fire or Police Department may contact in the permit holder's absence. This information can be received any time of day and can be left in a voicemail message. Individuals and businesses who provide this information over the phone or in person, are exempt from the permit requirement up to four (4) calendar days while their permit is being issued.

TO OBTAIN A PERMIT

You may call (210) 207-8282 or write the Alarms Office to request an alarm permit application in person, or submit a request by:

- **Fax:** (210) 207-4349
- **Email:** alarmsoffice@sanantonio.gov
- **Website:** sanantonio.gov/sapd/DownloadableForms/AlarmPermitApplication

ALARM PERMIT FEES FOR NEW ANNUAL RENEWAL OF ACTIVE ALARM SYSTEMS

Residential (Fire & Police Permit)

Residential Alarm	\$40
Residential Alarm – Senior	\$30
Residential Alarm – Exempt (Sec 25-56 (s))....	NO FEE

Commercial

Commercial Alarm – Fire	\$100
Commercial Alarm – Police.....	\$100

Gated Communities (HOA & Community Managers)

Gate Permit (one-time)	\$50
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NON REGISTERED ALARM SYSTEMS

It is a City Ordinance violation to operate an alarm system without a valid permit. The City assesses fees for false alarm activations for locations without a valid permit. For each unpermitted residential false alarm call there will be a charge of **\$75 for each occurrence**. For Commercial alarm locations there will be a fee of **\$125 for each unpermitted false alarm occurrence**. For a false fire alarm call without a permit, a fee of **\$125 will be charged to residents and businesses alike**. All outstanding fees must be paid prior to a permit being issued.

EXCESSIVE FALSE ALARMS

The city of San Antonio has limited public safety resources and must utilize them wisely. The City responds to over **67,000** false alarm calls annually. This means much needed resources are being unnecessarily redirected every **8 minutes**. To assist with recovering the cost of resources, the false alarm fee was implemented.

EXCESSIVE FALSE ALARM FEE SCHEDULE

(Alarm systems with an active permit within a 12-mth permit period.
EX: May 20, 2016 – May 31, 2017)

FALSE BURGLAR ALARMS (PER EACH OCCURRENCE)	
1 – 3 false burglar alarms	NO FEE
4 – 5 false burglar alarms	\$50
6 - 7 false burglar alarms	\$75
8 or more burglar alarms	\$100
ROBBERY/HOLD UP/PANIC/DURESS (THIS IS A SILENT ALARM)	
1 – call	NO FEE
2 - calls	\$200
3 – calls	\$300
4 – calls	\$400
5 or more calls	\$500
FALSE FIRE ALARM ACTIVATION	
1 - call	NO FEE
2 – 4 calls	\$125
5 – 10 calls	\$250
10 or more calls	\$500
CANCELLED FIRE ALARM ACTIVATION (CHARGED UPON NOTIFICATION)	
1 - call	NO FEE
2 – 4 calls	\$50
5 – 10 calls	\$125
10 or more calls	\$250